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Date: August 4, 2011   Broadcast Bulletin: B 11-07

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To: Energy Service Providers

Subject: Quality Assurance Training Referral Policy

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The purpose of this broadcast bulletin is to provide information on the Department of Community Services and Development's new policy for making Quality Assurance Training Referrals for the agencies. It is the department's goal to provide timely and effective training as needed under the auspices of the Department of Energy Weatherization Assistance Program, Department of Energy American Recovery and Reinvestment Act, and Low-Income Home Energy Assistance Program Programs.

In coordination with ConSol, Inc. (3rd Party Inspector) and Richard Heath and Associates, Inc. (RHA), the department has outlined the following timeline, including the roles and responsibilities of each party to communicate necessary training needs for the agencies performing weatherization activities.

ConSol's Responsiblities

- ✓ Complete the Inspection Visit Summary (IVS) Report and include types of training recommended for the agency and contact name(s) targeted for training.
- ✓ Verbally advise agency that they are making a referral for training.
- ✓ Indicate on ConSol's SharePoint tracking system that the agency was recommended for training and why.
- ✓ Submit training referral recommendation to CSD in the monthly reporting package along with all agency support information (Weatherization Inspection Reports (WIRs), etc.).
- ✓ Update ConSol's SharePoint tracking system to show the date the agency completed training.

CSD's Responsibilities

- ✓ Review monthly Inspection Visit Summary (IVS) Report and Weatherization Inspection Reports (WIR) to identify the training needs of the agencies.
- ✓ Determine if the agency will be referred to RHA for training.
- ✓ Confirm with ConSol that a training referral will be made to RHA.
- ✓ Complete the 2011 Quality Assurance Training Referral Form (CSD 821) to specify specific needs of the agency by priority number. See attached CSD 821 form.
- ✓ Submit CSD 821 to RHA.
- ✓ Send e-mail to agency's Executive Director and Energy Program Manager indicating that

a training referral has been made to RHA.

- ✓ Maintain a tracking log of all training referrals made to RHA.
- ✓ Notify ConSol when training has been completed.

RHA's Responsibilities

- ✓ Review Quality Assurance Training Referral Form (CSD 821) to identify training needs for the agency and suggested participants.
- ✓ Review Training Records for the agency to determine training levels.
- ✓ Prepare necessary training materials.
- ✓ Identify necessary trainers.
- ✓ Identify length of expected training (1 to 5 days).
- ✓ Contact agency within 30 days of receipt of training referral to schedule training.
- ✓ Conduct training.
- ✓ Notify CSD when training has been completed to include what training was covered, who attended, and whether training goals were met.
- ✓ Make recommendation for any additional training needs of the agency.
- ✓ Maintain www.calstatewap.com website training calendar.

Please direct any questions or concerns to either Lorraine Yamada, QA Manager, at (916) 576-7139 or Dan Fitzgerald, QA Manager, (916) 576-4355.

Attachment

State of California
DEPARTMENT OF COMMUNITY SERVICES AND DEVELOPMENT
CSD 821 (Rev. 8/1/11)

2011 QUALITY ASSURANCE TRAINING REFERRAL FORM							
Agency:		**Date:**			**Tracking Number:**		
Address:		**City/State:**		**Zip Code:**			
Counties Served:		**Dates Visited:**		**Exit Interview Date:**			
Inspector:		**Number of Units Inspected:**					
Agency Contact:		**Telephone Number:**					
Type of Training Needed:							
CAS		**Blower Door**		**Duct Blaster**		**Other**	
Assessor		**Inspector**		**Quality Enhancement**			
Areas of Weaknesses:							
Description of Training Needs by Priority Order:							
Contact Names/Titles Targeted for Training:							
Training Requested by:							
ConSol Inspector:		**CSD Representative:**					
Date Request Sent to RHA:							